Health Services
LOS ANGELES COUNTY

Quarantine and Isolation Medical Shelter
Standard Operation Procedure

SOP No: MS-112
Date: 05/06/2020

Standard Operating Procedure
Incident Reporting

Subject: Medical Shelter Incident Reporting

1. **Introduction**
   The purpose of this Standard Operating Procedure (SOP) is to provide guidance to Medical Shelter Site Management on the process of incident reporting for property damage, injuries, or fatalities that occur at a medical shelter site.

   LA County partners with Carl Warren and Company to report and track all incidents involving property damage or injury (however minor) that occur on County property (owned or leased).

2. **Procedures**
   - **Fatalities and Serious Injuries**
     - When a situation occurs that causes serious and/or fatal injuries at a medical shelter site, calling 911 and all other emergency actions required to manage the situation should always be the primary course of action.
     - When safe to do so, notifications are to be made to EOC (or designated entity) points of contact to advise of the incident.
       - Site Supervisors and EOC POCs will ensure all steps are taken to continue safe operation of the site, or make alternate plans as needed.

     - Fatalities and serious injuries must be reported immediately by phone to Carl Warren and Company.
       - Phone #: 818-247-2206

   - Once phone notification is complete, the Site Supervisor (or appropriate designee) will complete the “County of Los Angeles Report of Injury/Property

Damage Temporary Emergency Housing" form and include all known and relevant information

- Completed form will be sent to Carl Warren and Company points of contact.

Note: When an incident involves the death of a client residing at a medical shelter site, procedures within SOP No: MS-107 (Client Passes Away at the Site) should be followed.

- **Minor Injuries**
  - When a situation occurs that causes a minor injury at a medical shelter site, action should be taken to ensure health and safety of the individual(s) involved
  - Injured individual should seek medical care as appropriate

- When safe to do so, notifications are to be made to EOC (or designated entity) points of contact to advise of the incident.
  - Site Supervisors and EOC POCs will ensure all steps are taken to continue safe operation of the site, or make alternate plans as needed.

- The Site Supervisor (or appropriate designee) will complete the "County of Los Angeles Report of Injury/Property Damage Temporary Emergency Housing" form and include all known and relevant information

- Completed form will be sent to Carl Warren and Company points of contact.

- **Property Damage**
  - When a situation occurs that causes property damage at a medical shelter site, action should be taken to ensure health and safety of the individual(s) involved, as appropriate
    - Major property damage that causes a threat to safety of those onsite should be addressed immediately. Areas are to be closed off and entry prohibited, as necessary.

- When safe to do so, notifications are to be made to EOC (or designated entity) points of contact to advise of the incident.
  - POCs should be notified of major damage that causes significant threats to safety, property, and/or operations as soon as feasible by phone
  - POCs should be advised of minor damage by email for situational awareness, but phone call not required.

- The Site Supervisor (or appropriate designee) will complete the "County of Los Angeles Report of Injury/Property Damage Temporary Emergency Housing" form and include all known and relevant information.

- Completed form will be sent to Carl Warren and Company points of contact

Note: Property damage identified in guest rooms post cleaning should be documented appropriately as it is found although the date/time of occurrence may not be known.

3. Points of Contact

Sylvia Hernandez
Carl Warren and Co.
818-247-2206
Shernandez@carlwarren.com

Stacy Luster
Carl Warren and Co.
818-247-2206
Sluster@carlwarren.com

4. References

- County of Los Angeles Report of Injury/Property Damage Temporary Emergency Housing Form:

COUNTY OF LOS ANGELES REPORT OF INJURY/PROPERTY DAMAGE
TEMPORARY EMERGENCY HOUSING

RMIS Dept. Name: CEO

RMIS Facility: CEO (NOC)

INSTRUCTIONS:

All incidents involving injury or property damage, however, minor, while on County property (owned or leased) must be reported by E-Mail to Carl Warren and Company:

Sylvia Hernandez SHernandez@carlwarren.com

Stacy Luster SLuster@carlwarren.com

FATALITIES OR SERIOUS INJURIES MUST BE REPORTED IMMEDIATELY BY PHONE TO CARL WARREN & CO. (818)247-2206

INCIDENT DETAILS:

Location of Incident: _____

Lease# (if Available): _____

Property Owner: _____

Owner or Manager Contact information: _____ E-Mail: _____

Date of occurrence _____ Hour _____ AM ☐ PM ☐

Description of Incident (Give all factors contributing to injury or damage):

Responsible Party:

Address:

Contact Information:

Agency Report Yes ☐ No ☐ Agency Reporting Rpt#

PROPERTY DAMAGE

Description of Damage:

Prepared for County Counsel in defense of the County, Special Districts and employees

COUNTY OF LOS ANGELES REPORT OF INJURY/PROPERTY DAMAGE
TEMPORARY EMERGENCY HOUSING

Dept. Name: CEO **Facility: CEO (NOC)**

BODILY INJURY

Person Injured: _____

Address: _____

Contact number: _____ E-Mail: _____

Age: ___ Sex: ☐ Male: ☐ Female:

If under 18, give name of parent or guardian: _____

Guardian Contact Information: _____

Injury Description:

Witness (Attached additional information if available):

Witness #1:

Name: _____

Address: _____

Contact Phone#: _____ Contact E-Mail: _____

Witness #2:

Name: _____

Address: _____

Contact Phone#: _____ Contact E-Mail: _____

Reported by: _____ **Title:** _____

Contact Phone: _____ **Contact E-Mail:** _____

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